

## Customer Service Report for EMIB

For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
<b>Accounts</b>											
Access/Login	1	0	0	0	0	0	0	0	1	0	9
Account Lockout	3	0	0	0	0	0	0	0	3	0	4
Deactivate/Close	2	0	0	0	0	2	0	0	0	0	0
Edit Account	25	0	0	3	0	11	0	0	17	0	4
General Info	6	0	0	0	0	0	0	0	6	0	4
Password Reset	2	0	0	0	0	0	0	0	2	0	9
Register/Open	4	0	0	263	0	4	0	0	263	0	0
<b>Application Support</b>											
COTS- Other/Troubleshoot	3	0	0	0	0	0	0	0	3	0	35
Update/Upgrade	0	2	0	0	0	0	0	2	0	0	12
Web Apps- Troubleshoot	0	1	0	0	0	0	0	1	0	0	100
<b>Back Office Support</b>											
Active Directory	7	0	0	13	0	2	0	0	18	0	5
Backup/Restore	2	1	0	0	0	1	0	0	2	0	10
Configuration	2	1	0	3	0	0	0	0	6	0	3
Create DL	0	0	0	1	0	0	0	0	1	0	0
Hardware Enhancement	0	1	0	0	0	0	0	0	1	0	0
Migration/Upgrade	1	0	0	0	0	0	0	0	1	0	5
Permissions/Shares	7	0	0	0	0	2	0	0	5	0	6
Reset Limits	9	0	0	1	0	1	0	0	9	0	10
Troubleshoot	6	0	0	2	0	0	0	0	8	0	4
<b>CC Technical Operations</b>											
Outlook-Troubleshoot	0	0	0	1	0	0	0	0	1	0	8
<b>CIT Categories</b>											
LISTSERV	1	0	0	0	0	0	0	0	1	0	16

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
<b>CIT Categories-</b>											
<b>General Information</b>											
General Info	0	0	0	1	0	1	0	0	0	0	0
<b>Connectivity</b>											
General Info	0	0	0	1	0	0	0	0	1	0	0
<b>Email</b>											
Exchange Email	10	0	0	3	0	2	0	0	11	0	14
General Info	5	0	0	0	0	1	0	0	4	0	3
MS Outlook	5	0	0	0	0	2	0	0	3	0	7
<b>Hardware</b>											
Desktop/Troubleshoot	0	2	0	0	0	0	0	2	0	0	32
Servers/Install/Build	0	2	0	0	0	0	0	0	2	0	0
Servers/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
<b>Hardware-Phones</b>											
Phone	0	1	0	0	0	0	0	1	0	0	7
<b>Local LAN</b>											
LocalLAN/Connectivity	5	1	0	0	0	0	0	0	6	0	3
LocalLAN/General Info	10	0	0	0	0	1	0	0	9	0	8
<b>NIH Data Center</b>											
Aperture Vista	0	2	0	0	0	0	0	0	0	2	0
<b>NIH Services</b>											
Other	0	0	0	1	0	0	0	0	1	0	0
<b>NIHnet</b>											
Server Support-DNS	1	0	0	3	0	0	0	0	4	0	4
Server Support-Other	0	1	0	0	0	1	0	0	0	0	0
<b>OIT Categories</b>											
Consultation	0	0	0	3	0	0	0	0	3	0	0
<b>Security</b>											
General Info	1	0	0	0	0	0	0	0	1	0	9

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Sanitize	0	1	0	0	0	0	0	1	0	0	60
<b>Telecommunications</b>											
General Info	1	0	0	0	0	1	0	0	0	0	0
<b>Wireless Services</b>											
BB/Other	2	0	0	0	0	0	0	0	2	0	8
<b>Grand Total:</b>	<b>122</b>	<b>16</b>	<b>0</b>	<b>299</b>	<b>0</b>	<b>33</b>	<b>0</b>	<b>7</b>	<b>395</b>	<b>2</b>	<b>3</b>

Total Tickets Closed:	404
Total Tickets Assigned/Pending/Checked Out:	33
Total Tickets Created:	437